

FIG. 2

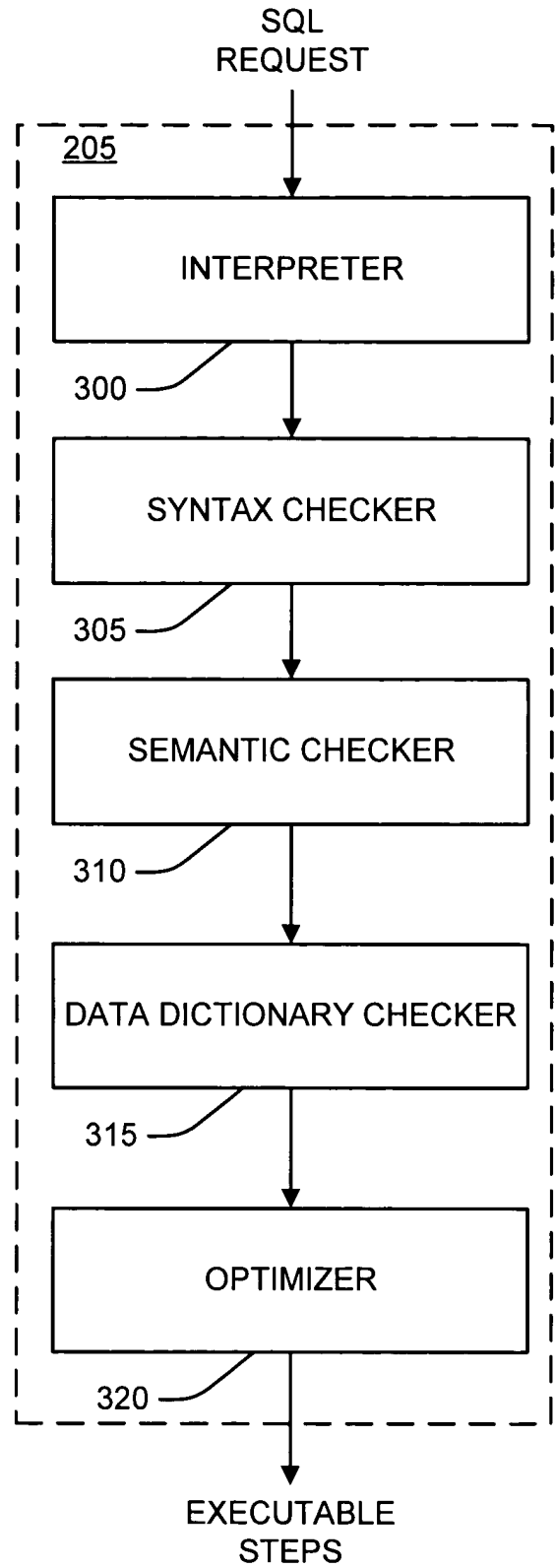


FIG. 3

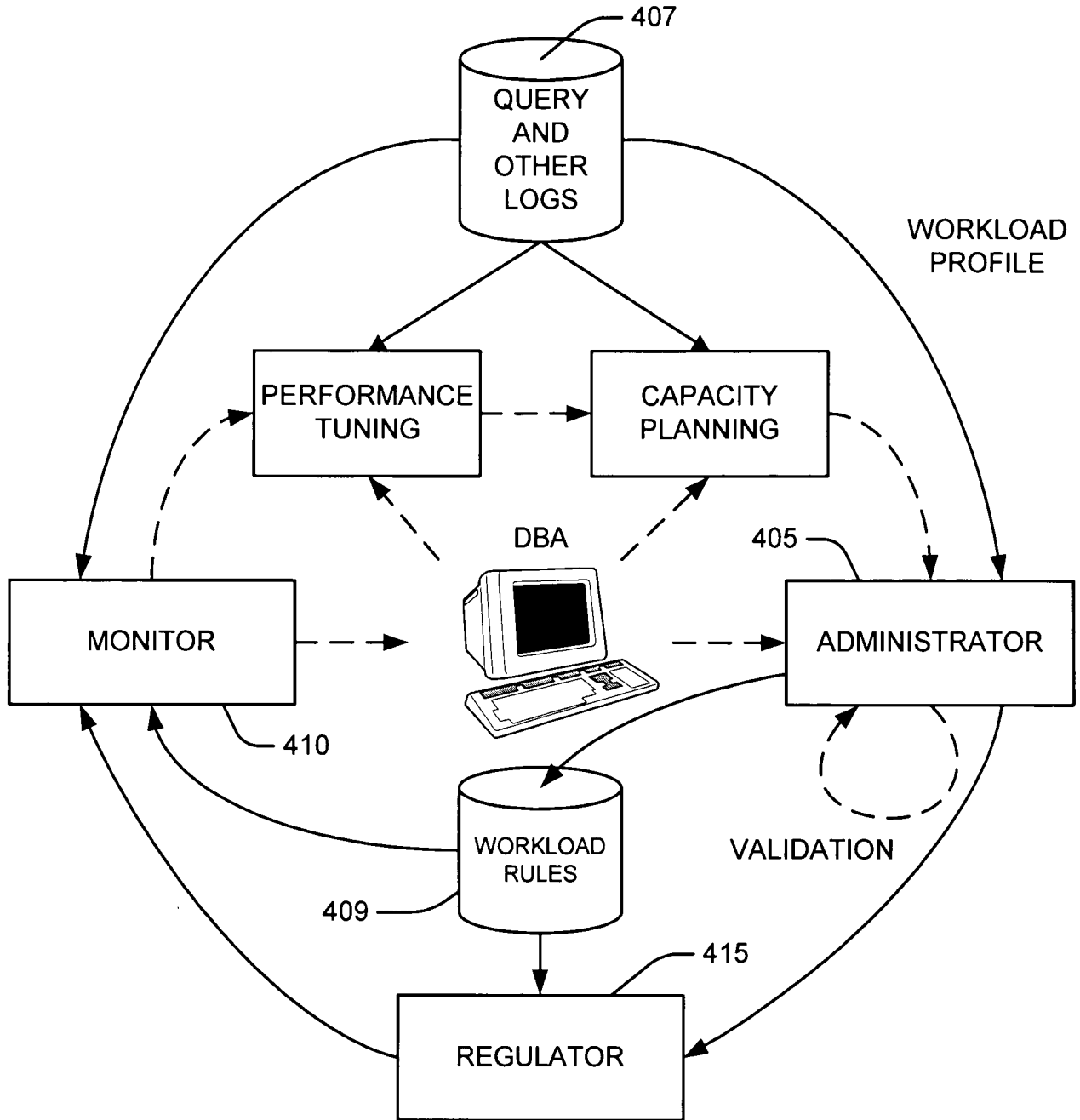


FIG. 4

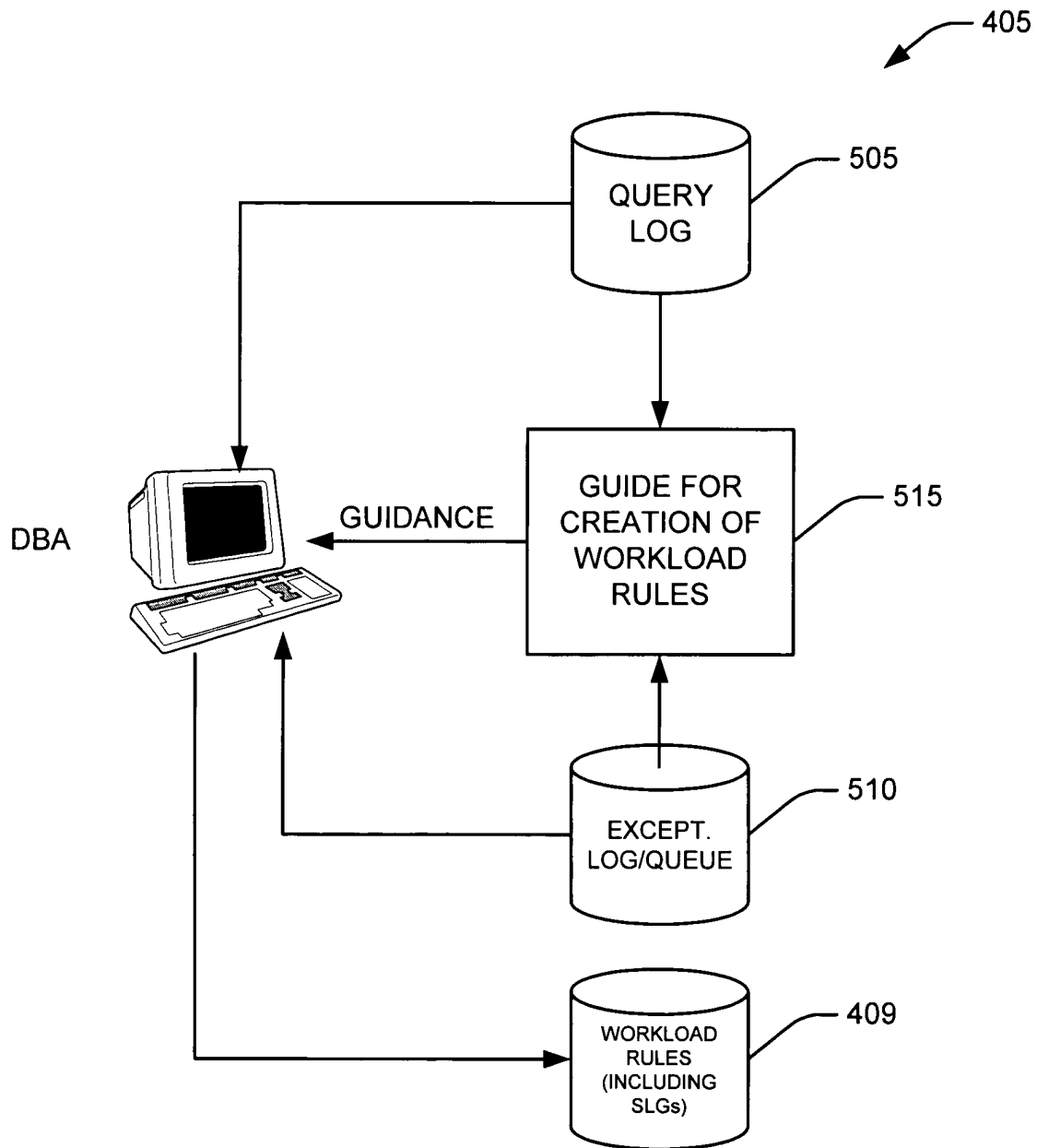


FIG. 5

ADMINISTRATOR

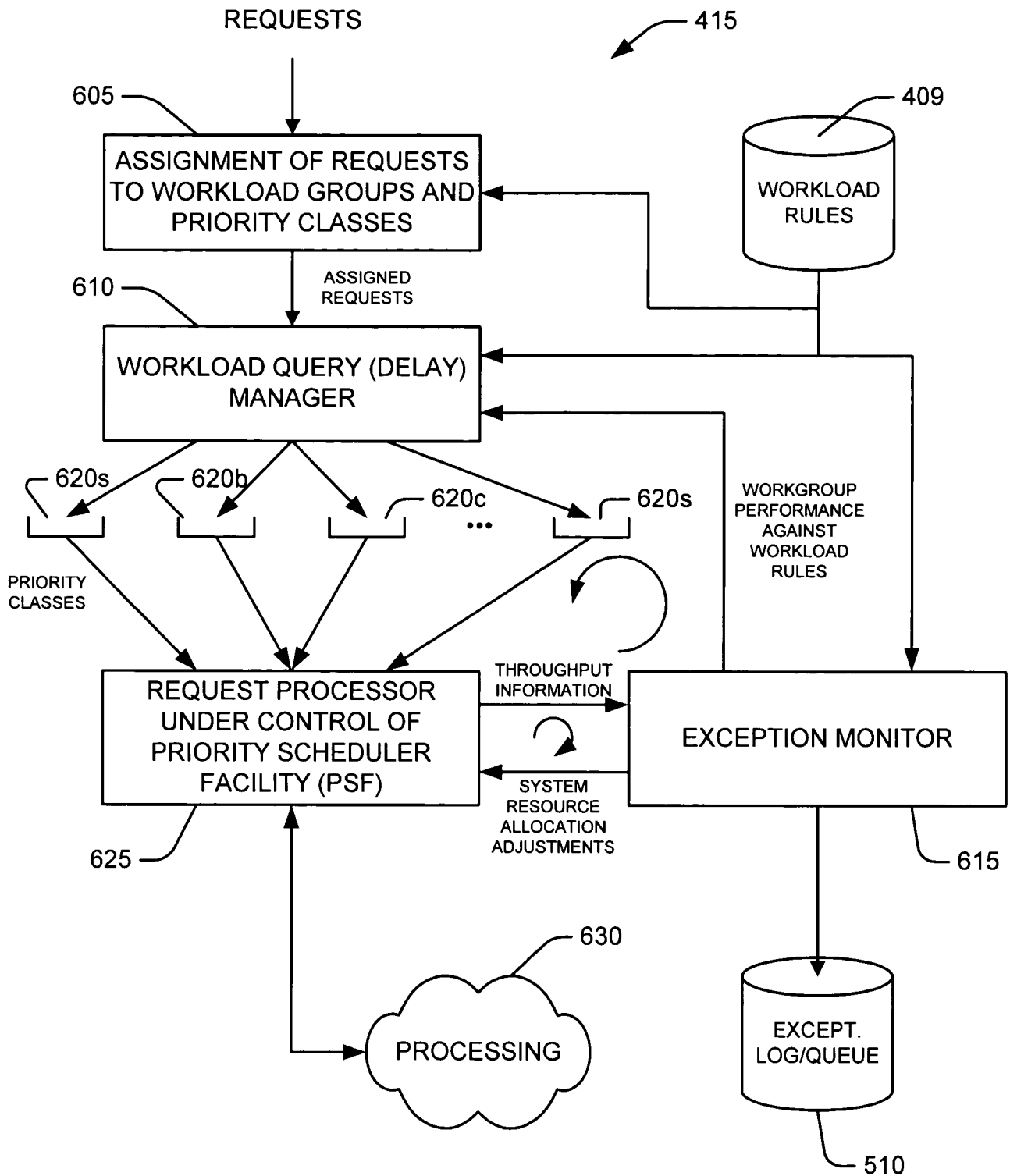


FIG. 6
 REGULATOR

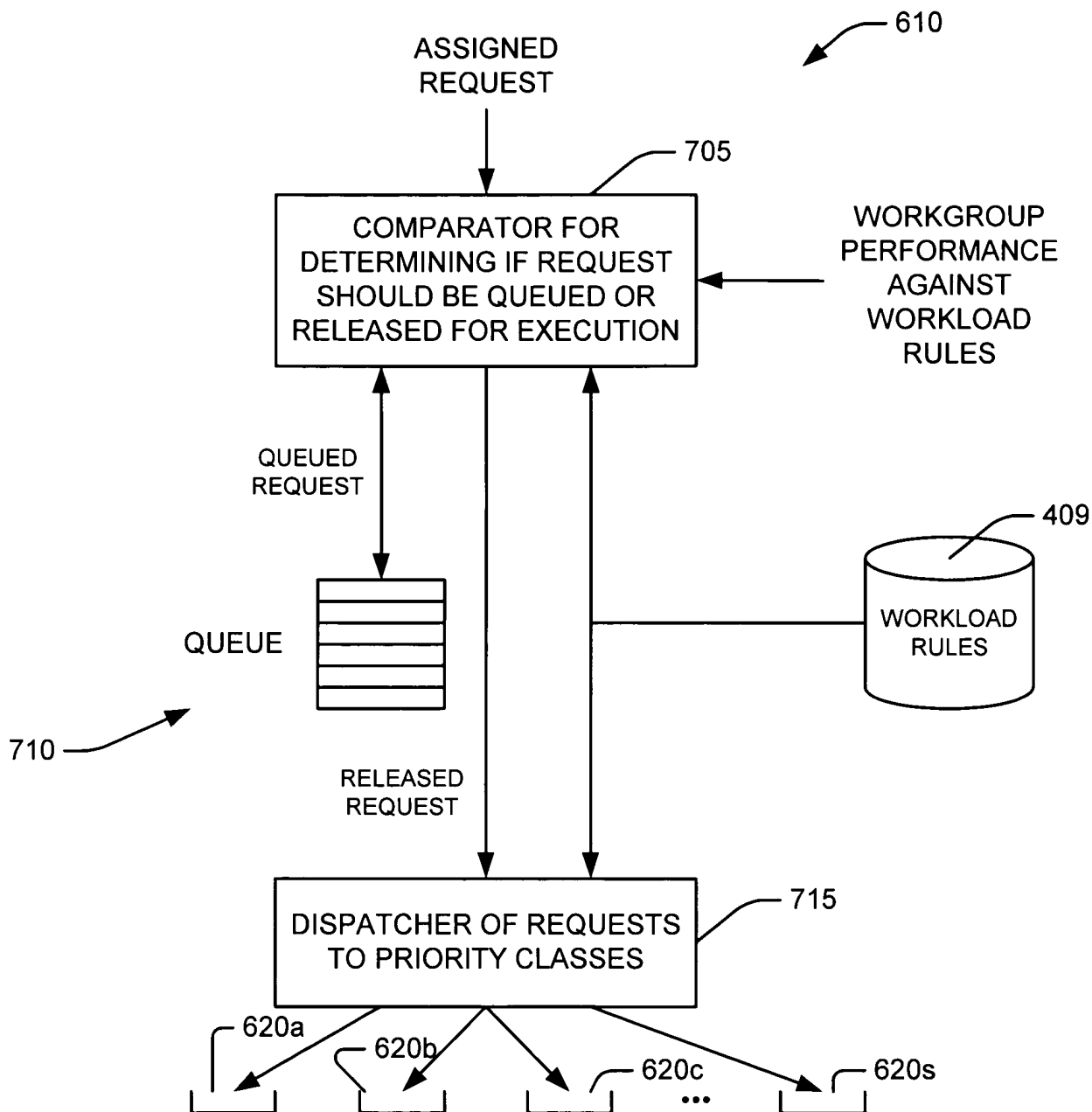


FIG. 7

WORKLOAD QUERY
(DELAY) MANAGER

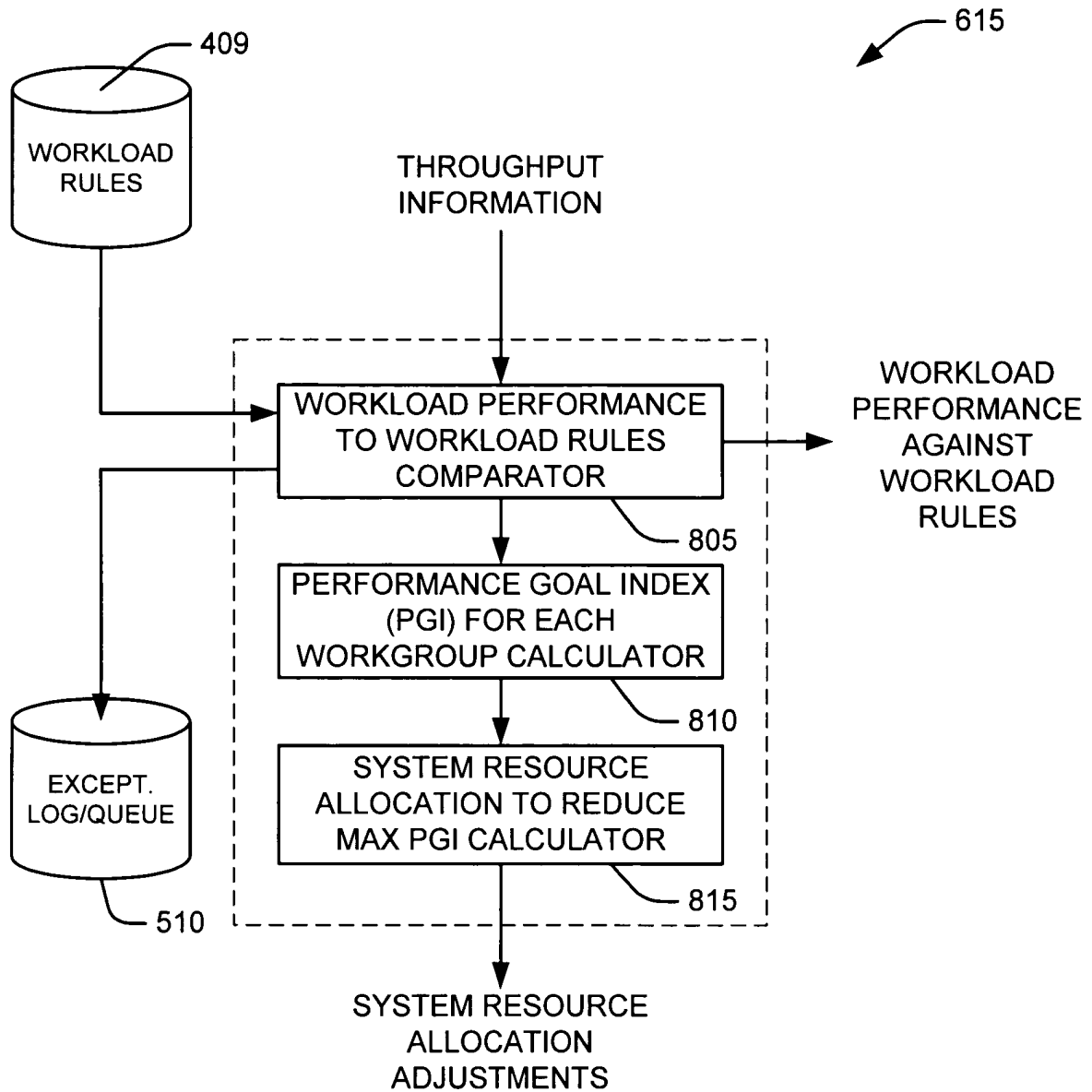


FIG. 8

EXCEPTION
MONITOR

Workloads for 8AM-10AM Reg. Weekdays							
S.L. Goals --							
Workload Group Name	Classify& Exception Criteria	Desired Response & Service Level	S.L.Goal Enforcement Priority	Operating Window	Arrival Rate	Initiation Instruction	Exception Processing.
Inventory Tactical		<= 1 sec @ 95%	Tactical	8AM-6PM	75/sec	Expedite	
CRM Tactical		<= 3 sec @ 80%	Tactical	6AM-6PM	25/sec	Expedite	
Call Ctr Tactical		<= 2 sec @ 90%	Tactical	7AM-12PM	200/sec	Expedite	
Sales Short Qry		< 10 sec @ 90%	Priority	7AM-12PM	500/hour	Exec	Log
CRM Short Qry		< 2 min @ 75%	Normal	9AM-3PM	35/hour		Log
SuperUser/ShortDBA		< 5 min @ 50%	Normal	8AM-10AM	15/hour	Exec	none
Inventory Long Qry		< 30 min @ 80%	Normal	all	3/hour	Exec	Alert
Call Ctr Reports		< 20 min @ 80%	Normal	all	0.2/hour	Exec	none
Sales Cont Loads		per arrival rate	Tactical	7AM-11AM	5000/sec	Expedite	none
Inventory Batch		none	Backgrnd	10PM-9AM	unknown		Abort
CRM Analytics		none	Backgrnd	10PM-10AM	unknown	Exec	Alert
Sales Long Qry		< 8 hours @ 50%	Backgrnd	all	unknown	Exec	Abort
Development		none	Backgrnd	8AM-8PM	unknown	Exec	

FIG. 9


Operating Windows for Workload			Inventory Tactical					
Workload Definition Name	----- S.L. Goals -----		-----					
	Desired Response & Service Level		Enforce- ment Priority	Operating Window	Arrival Rate	Initiation Instruction	Exception Processing	
	Inventory Tactical		<= 1 sec @ 95%	2	8AM-6PM	75/sec	Expedite	Inv Long Qry
			3	6PM-12AM	20/sec	Expedite	Inv Long Qry	
			6	12AM-8AM	100/hour	Exec	Abort	

FIG. 10

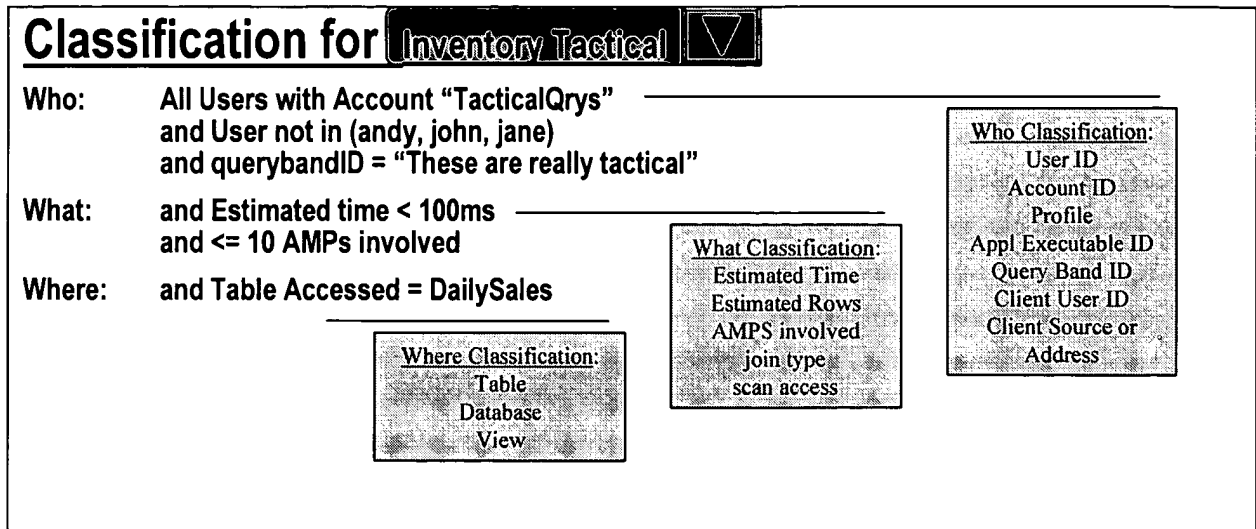


FIG. 11

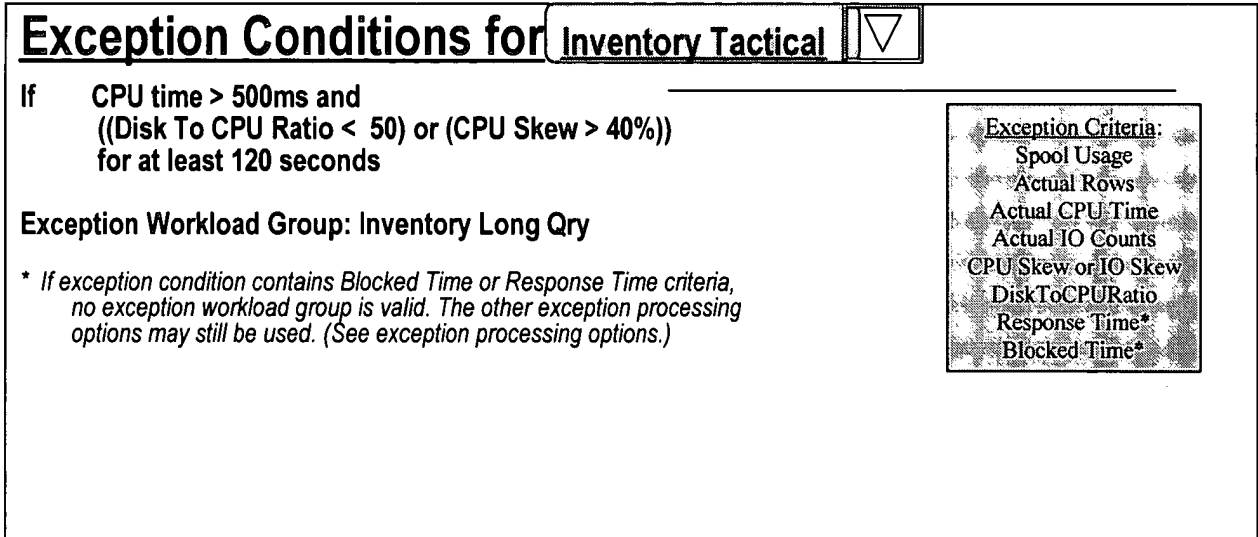


FIG. 12



Execution Initiation Instructions for		Inventory Tactical 8AM-6PM	
<input type="radio"/>	Execute (normal)		
<input checked="" type="radio"/>	Expedite Execution		
<input type="radio"/>	Delay Until		

FIG. 13

<u>Exception Processing for</u> Inventory Tactical 8AM-6PM ▼	
<input type="radio"/>	Abort Request
<input type="radio"/>	Continue / log condition (Warning Mode)
<input checked="" type="radio"/>	Continue / Change Workload Group to Inventory Long Qry ▼
<input type="radio"/>	Continue / Send Alert to DBA ▼

FIG. 14

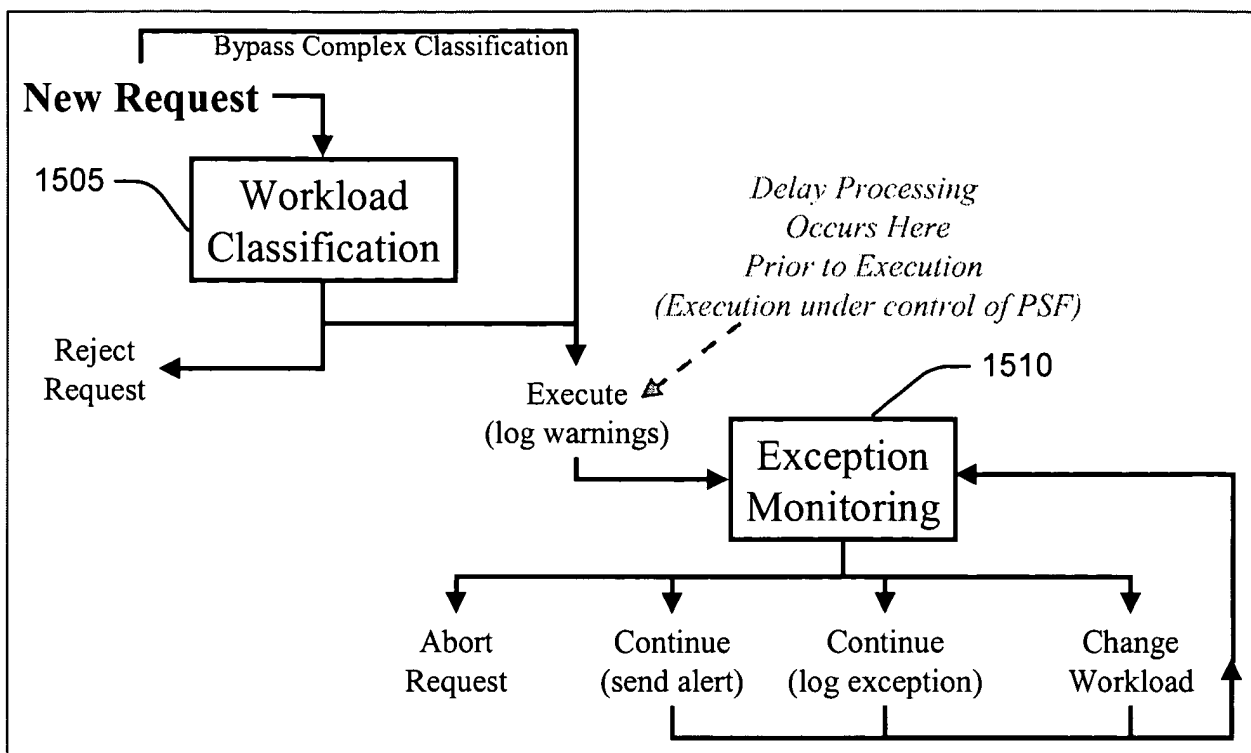


FIG. 15